

# Your Lifeline to Success

## Learning Resources and Support

Though GAGetrak is user-friendly, it's a robust solution with extensive functionality. Formal training is key to ensure consistent data entry by all users and proper use of GAGetrak in daily operation; however, we urge you to take advantage of all of the other learning resources and technical support that are available to you at any time.



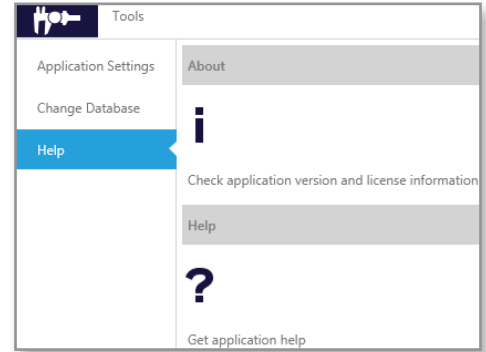
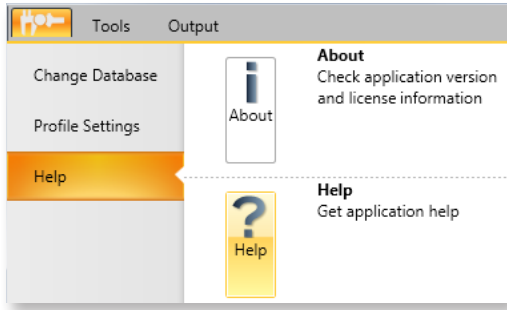


# Learning Resources - Help System

Access the GAGetrak Help System at any time from within the software. The Help System contains all of the same information as the user guide.

1

Access the Help System: In GAGetrak 7 or GAGetrak Lite, click the application icon in the upper left corner of the window, click the **Help** option in the menu and then click the **Help** icon.

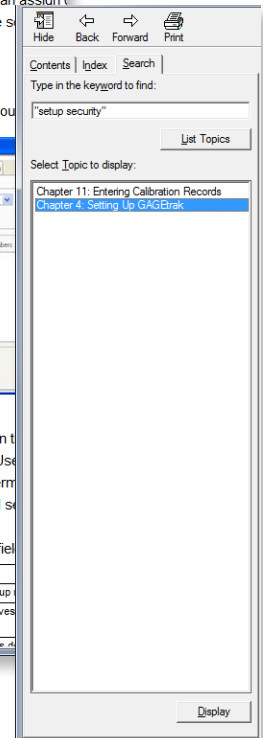
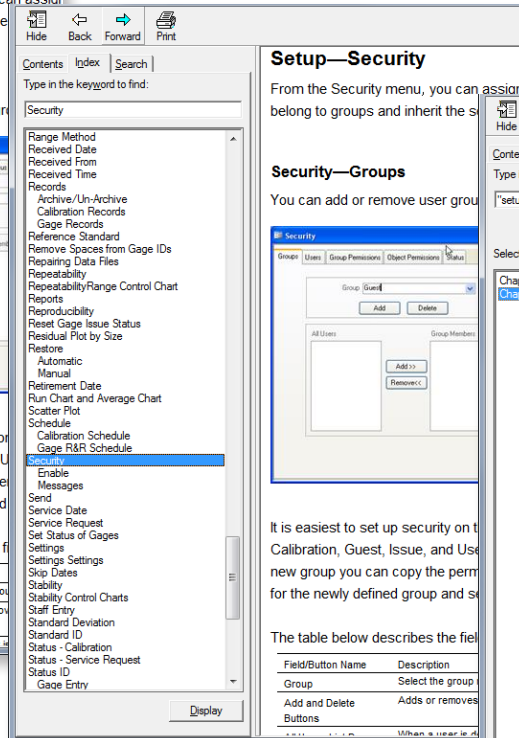
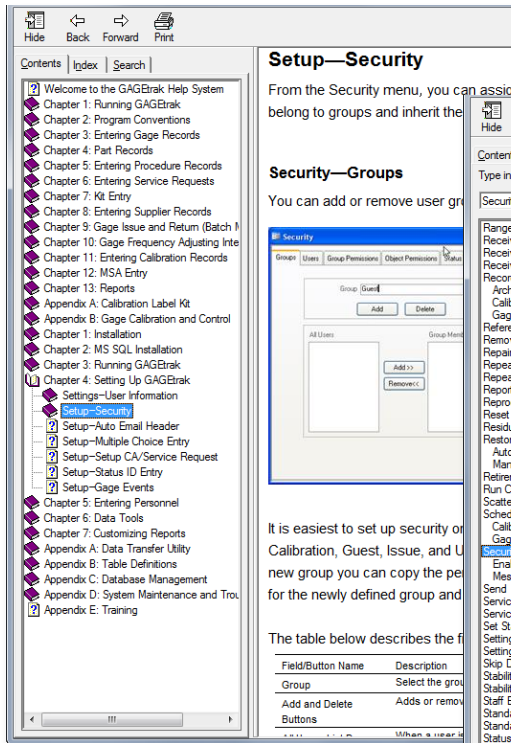


In GAGetrak 6.8, from the **Help** menu, select **Contents**.

In GAGetrak 6.9, from the **File** menu, select **Help -> Contents**.

2

Browse the Help System by Table of Contents or Index topic or do a broad search:





# Learning Resources - User Guides

Access GAGetrak User Guide PDF files from the **Tech Support** section of our website.

1

Go to GAGetrak.com and click **Tech Support** in the navigation menu.

2

Download PDF User Guides from the left-hand column. Every file is a searchable, indexed PDF file.

**GAGetrak Technical Support**  
We're here to help!

### User Guides

Find your product and version and then click to expand the group of guides.

- GAGetrak 7.0.5
- GAGetrak 7.0.4
- GAGetrak 7.0.3
- GAGetrak 6.9
- GAGetrak 6.8

### How-to Questions

Each version of our software includes a Help System accessible from the software and a PDF user guide. Please consult these documents first for any questions. User guides are in the left-hand column of this page and you how to access the Help System.

[GAGetrak Learning Resources and Support](#)

### Before you contact Tech Support...

To receive technical support, you must have an active **maintenance agreement** and your **product name, version number and serial number**.

When you contact Technical Support, one of our skilled technicians will walk you through several steps to identify and solve the issue. You can do some of this exploration on your own and possibly resolve the issue without technical support:

- Restart your computer; this can solve many problems.

Start at the beginning. Examine the data you have entered to be sure you are using the program for what you want. For example, if a report does not include the data you expected, be sure you have typed the correct date range, etc.



# Contact the Technical Support Team

Our Technical Support team is in the U.S. at our corporate headquarters and is available to help you in a variety of ways.

Go to [GAGetrak.com](http://GAGetrak.com) and click **Tech Support** in the navigation menu.



## Live Online Chat

### Online Chat

Click [here](#) to chat with Tech Support.



## Phone and Email Support

### Call or Email Us

Toll-free: 1-800-777-7020

Direct: 480-922-7300

M-F 6:00 a.m. to 4:00 p.m., MST.

[support@cybermetrics.com](mailto:support@cybermetrics.com)



## Live Remote Support

### Live Remote Support

Our Live Remote Support system employs GoToAssist® by Citrix® allowing screen sharing directed back to this page to initiate a screen-sharing session, follow the steps below.



Select your support representative from the drop-down menu and click the **Continue** button.



You will be prompted to download a small virus-free plug-in.



# Stay in Touch

Receive software notifications, special discounts, industry news and tech tips by signing up to receive the GAGetrak newsletter. Go to [GAGetrak.com](http://GAGetrak.com) and access the **Contact Us** page:

## Contact Us

Message

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## GAGetrak Sales

**USA and Worldwide**  
 CyberMetrics Corporation  
 Chris Richardson, Director of Corporate Sales  
 Toll-free: 1-800-777-7020, ext. 224  
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[crichardson@cybermetrics.com](mailto:crichardson@cybermetrics.com)

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[ajohns@cybermetrics.com](mailto:ajohns@cybermetrics.com)

**Maintenance Agreements**  
 CyberMetrics Corporation  
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 Direct: 480-295-3480  
[julia@cybermetrics.com](mailto:julia@cybermetrics.com)

**Mexico / Latin America**  
 CyberMetrics México S de RL de CV  
 María S. Martínez

While you're here, sign up for our monthly newsletter!



# Your Opinion Matters

If at any time, you would like to let us know how you're doing with GAGetrak, what your favorite features are, about your experiences with our Technical Support team or anything else, please email us at [qmd@cybermetrics.com](mailto:qmd@cybermetrics.com).

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[sales@cybermetrics.com](mailto:sales@cybermetrics.com)

+001 (480) 922-7300  
[support@cybermetrics.com](mailto:support@cybermetrics.com)



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The #1 Calibration Management  
Software Solution in the World